



At Abellio we think of our people as our biggest strength and aim to set the highest standard for our Shared Service Centre. We expect our colleagues to:

- Deliver the best service to customers and internal stakeholders while demonstrating our values.
- Have awareness of statutory and regulatory requirements, as well as internal policies and procedures to ensure compliance.
- Understand your contribution to the wider SSC strategy and goals.

What is your job?	CX Agent
Who do you report to?	CX Team Leader
Where are you based?	Shared Services Centre, Glasgow
Which Team(s) are you in?	CX Team
Who do you manage?	N/A
What core competences do you need?	<p>Communication</p> <p>Communicates orally and in writing in a clear, concise and impartial manner. Takes time to listen to and understand the perspectives of others and proposes solutions.</p> <p>Teamwork</p> <p>Actively contributes to achieving team results and supports team decisions. Delivers the best service to customers and internal stakeholders while demonstrating our values. Has an awareness of internal policies and procedures and ensures compliance.</p> <p>Planning & Organising</p> <p>Understands contribution to the wider SSC strategy and goals and plans and organises his/her own work in support of achieving team priorities. Considers potential changes and proposes contingency plans.</p>
What do you do?	Your job is to assist our customers in dealing with their questions and resolving their issues, at the first point of contact.
What are your key tasks?	<ul style="list-style-type: none"> • Respond to phone, email, and letter correspondence from customers within the agreed timescales.

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	<ul style="list-style-type: none">• Offer the customer, wherever possible, a personalised service and maintain a professional 'tone of voice' in all communication with customers.• Aim to resolve the customers' query at the first point of contact. If this cannot be achieved, then keep the customer regularly updated with the progress of their query.• Keep track of responses and actions needed from colleagues to ensure the customer receives an answer to their query promptly.• Perform administrative duties as required.• Comply with procedures and timescales as directed.• Establish relationships with internal and external stakeholders to ensure the customers' query is responded to in a timely manner.• Handle difficult situations and complaints in a professional manner.• Follow GDPR guidelines where required.
Who are your key stakeholders?	<ul style="list-style-type: none">• Our customers• CX Colleagues
What must you have to do this job?	<ul style="list-style-type: none">• Strong communication skills – both written and verbal.• Strong time management skills to meet deadlines and comply with agreed procedures.• Excellent organisational skills.• Strong problem-solving skills.• The ability to stay calm under pressure.
What would it be good for you to have to do this job?	<ul style="list-style-type: none">• I.T skills with good knowledge of Microsoft Office packages is required.
What do we expect from you?	We expect you to demonstrate our values (Genuine, Professional, Proactive, and Inclusive), work effectively within our team, and contribute to the SSC strategy and goals.

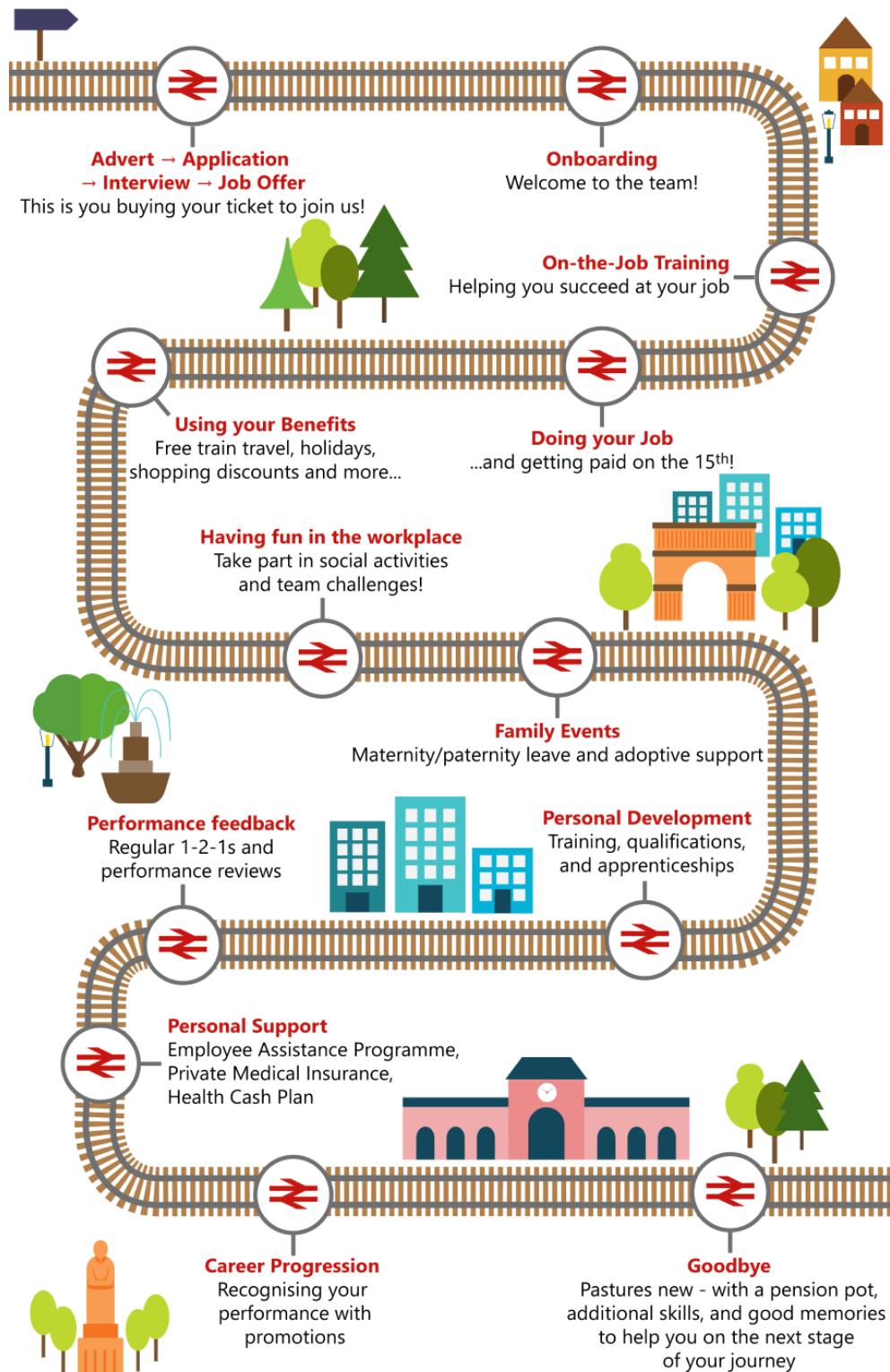
Abellio Values

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Welcome to your Abellio SSC journey!



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